

ABSTRACT

This research aims to determine and analyze the influence of work-family conflict and perceptions of organizational support on employee performance through work engagement as a mediating variable at PT. PLN (Persero) UP3 Salatiga. This study uses primary data sources through the distribution of research questionnaires and secondary data through books, journals, and relevant data from companies.

The data collection method was carried out through distributing questionnaires using the census method. The population in this study were all employees, totaling 46 people. This study used the Structural Equation Modeling (SEM) analysis technique using the SmartPLS version 4.0.9.3 analysis tool. Data analysis was carried out through the outer model test to measure the validity and reliability of the research model and the inner model test to determine the relationship between latent variables.

The results of this study indicate that work-family conflict has no significant effect on employee performance and work engagement. Perceived organizational support has a positive and significant effect on employee performance and work engagement, and work engagement has a positive and significant effect on employee performance. In addition, it is known that the variable of work engagement can mediate the indirect relationship between perceptions of organizational support on employee performance, but not for work-family conflict on employee performance.

Keywords: Work-Family Conflict, Perceived Organizational Support, Work Engagement, Employee Performance